



## 2 ALERTS

### 2.1 ALERTS PAGE

Your alerts page will automatically be displayed when you successfully login to the system. You can also access your alerts page by clicking the **Alerts** button on the navigation menu. All alerts currently assigned to you will be displayed. You can delete alerts as necessary. You can create alerts for yourself, and you can send alerts to any other worker in the OPM system. The alerts page looks like this:

Remove	Message	Received Date	Due Date	Source
<input type="checkbox"/>	Case number 1625 was transferred to MARY REYNOLDS.	06/14/2006	05/25/2006	System Generated
<input type="checkbox"/>	Referral number 27161 has been dispositioned.	06/14/2006	06/24/2006	System Generated

#### 2.1.1 REMOVE

The remove check box ☐ is what you will select when you want to delete an alert. Check the box next to the alert that you want to delete then click the  button. You can delete multiple alerts at one time. Any alerts that are displayed in gray cannot be manually deleted. These alerts require some action to be performed in the system. Once the required action is completed, the system will remove the alert from your alerts page.

#### 2.1.2 MESSAGE

Message
This is an alert I created for myself!

The message box is where the text of your alert will be displayed. For alerts tied to a specific worker, the worker's name will display in the message text along with the alert information.

#### 2.1.3 RECEIVED DATE

The received date field  is not enterable. This field will display the date the alert appeared on your alerts page.



## 2.1.4 DUE DATE

Due Date

05/12/0005

The due date field is not enterable. This field will display the date an action is due on the alert. Examples include the date your annual guardianship report to the court is due, or the date a disposition is due on a referral.

## 2.1.5 SOURCE

Source

Worker Reynolds

The source field is not enterable. This field will display the name of the worker that sent you the alert. If you created the alert, your name will be displayed in the source field. “System generated” will be displayed in the source field if it is a system alert.

## 2.1.6 DELETE ALERT(S) BUTTON

Delete Alert(s)

The button is used in conjunction with the remove check boxes. Check the box next to the alert (or alerts) that you want to delete then click the delete alert(s) button.

## 2.1.7 CREATE ALERT BUTTON

Create Alert

Clicking the button will take you to the 'create alert' page.

## 2.2 CREATING ALERTS

The 'create alert' page enables you to create an alert to send to yourself, to another worker, or to all workers in the OPM system. The 'create alert' page looks like this:

Create Alert		
To*	Message*	Due Date*
All Workers	APS system training is fun!	05/27/2005
<div>Print Back Send Alert</div>		

### 2.2.1 To

To\*

All Workers

The 'to' field is a drop down list where you can select “all workers” or a specific worker in a specific region. When you click the button, the selected worker(s) will receive the alert. You can select yourself as the recipient of the alert.



## 2.2.2 MESSAGE

The message box is a free-form text box where you can enter the text of the alert message you want to send.

## 2.2.3 DUE DATE

The due date field is where you will enter the due date for the action you are requesting in your alert text. If there is no action required, you can put the current date in the due date field. The day that you send the alert will appear as the received date on the alerts page.

## 2.2.4 PRINT BUTTON

Clicking the button will print the 'create alert' page. This allows you to maintain a hard copy of an alert that you may have sent to another worker.

## 2.2.5 BACK BUTTON

Clicking the button will take you back to your alerts page.

## 2.2.6 SEND ALERT BUTTON







Clicking the button will store the alert and the alert will be displayed on the selected worker(s) alerts page.

## 2.3 SYSTEM GENERATED ALERTS

The following four sections identify those alerts that will be generated by the system, based on specific events.

### 2.3.1 APS REFERRAL ALERTS

The system will generate the following alerts based on a referral with an APS category:

-  To the assigned worker, and the assigned worker's supervisor, when the referral acuity level has not been set within 30 days of the referral date.
-  To the assigned worker's supervisor when the referral acuity level has been submitted or changed.
-  To the assigned worker when the referral acuity level has been changed by another worker.
-  To the assigned worker's supervisor when a referral has been dispositioned.
-  To the assigned worker 80 days after the referral date if the referral has not been dispositioned.
-  To the assigned worker's supervisor 90 days after the referral date if the referral has not been dispositioned.



- ✚ To the assigned worker's supervisor and the APS Bureau Chief 180 days after the referral date if the referral has not been dispositioned.
- ✚ To the assigned worker when the referral acuity level has been approved by the supervisor.

### 2.3.2 API REFERRAL ALERTS

- ✚ To the assigned worker, and the assigned worker's supervisor, 30 days after the referral date if the referral has not been dispositioned (closed or modified to APS).

### 2.3.3 REFERRAL TRANSFER ALERTS

The system will generate the following alerts when a referral is transferred:

- ✚ To the new assigned worker that the referral has been transferred to them.
- ✚ To the new assigned worker's supervisor that the referral has been transferred to their worker.

### 2.3.4 CASE MANAGEMENT ALERTS

The system will generate the following alerts based on actions that take place during case management:

- ✚ To the assigned worker, and the assigned worker's supervisor, when the case acuity level has not been set within 30 days of the case date.
- ✚ To the assigned worker's supervisor when the case acuity level has been submitted or changed.
- ✚ To the assigned worker, and the assigned worker's supervisor, when an annual case acuity level assessment is due.
- ✚ To the assigned worker when the case acuity level has been approved by the supervisor.
- ✚ To the assigned worker after 30 days of a case being opened, if no services have been assigned.
- ✚ To the assigned worker's supervisor after 90 days of a case being opened, if no services have been assigned.
- ✚ To the assigned worker if there is a SSN match for a person entered on the DPHHS Death Registry and a client in the OPM system.

### 2.3.5 COURT ACTION ALERTS

The system will generate the following alerts based on details that are entered on the court action page:

- ✚ To the assigned worker every 90 days from the date the judge signed the court order notifying the worker to make contact with the ward on an open guardianship case.
- ✚ To the assigned worker, and the assigned worker's supervisor, when the client is in a permanent guardianship one month prior to the one-year anniversary date of the court order date.
- ✚ To the assigned worker and the assigned worker's supervisor, 45 days prior to temporary guardianship expiring.



NOTE: When a referral or case is transferred to another worker, all alerts requiring an action (non-deletable alerts) will be transferred to the new worker's alert page.